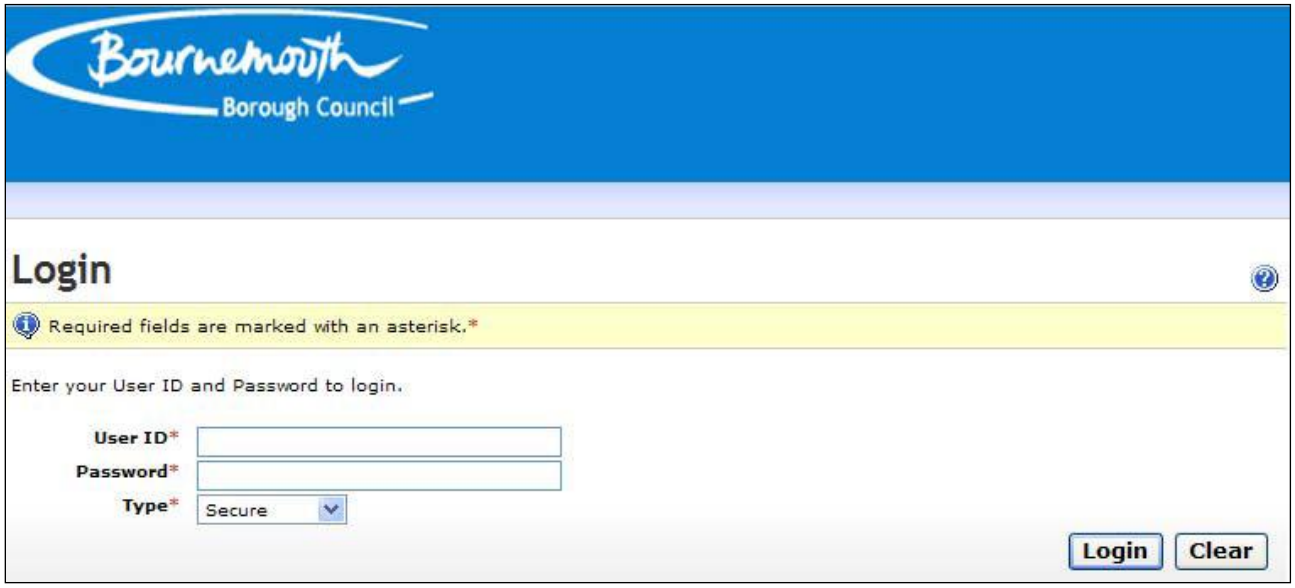
Bournemouth Borough Council Online Portal
Self Service User Guide - Business Rates

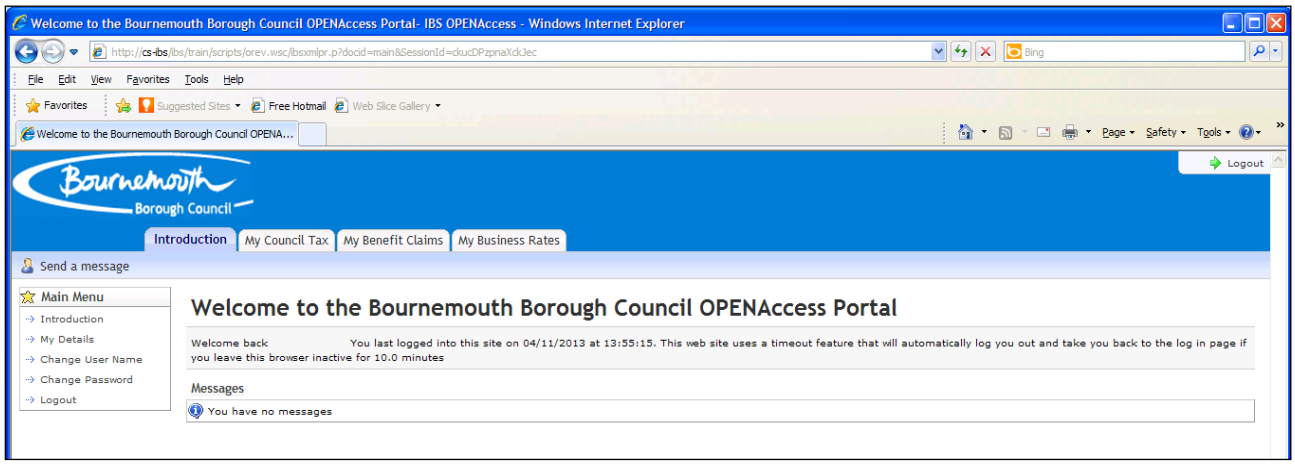
Go to the login screen at www.bournemouth.gov.uk/openaccess
The portal will allow you to view your records online.
This service will not be available 04:00 – 07:00 (Monday to Friday)



User ID :- <as specified in your email>
Password :- <as specified in your letter>
Type :- <SECURE>
Select <LOGIN>

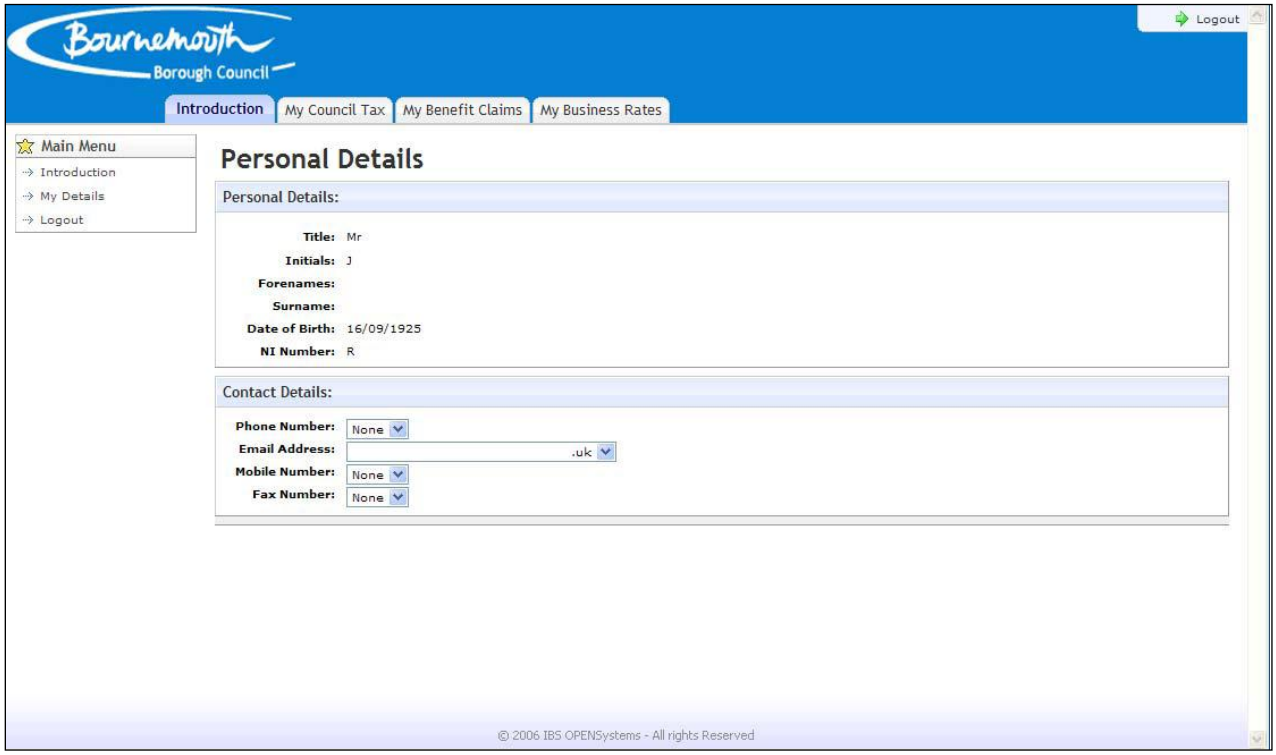
Introduction

This page allows the Revenue and Benefits Service to send you information that may relate to your Business Rates. These will appear as messages on this page. Once you have read the record you will be able to click that you have read the message. This will remove it.


Welcome to the Bournemouth Borough Council OPENAccess Portal- IBS OPENAccess - Windows Internet Explorer
Bournemouth
Borough Council
Logout
Introduction
My Council Tax
My Benefit Claims
My Business Rates
Send a message
Main Menu
Introduction
My Details
Change User Name
Change Password
Logout
Welcome to the Bournemouth Borough Council OPENAccess Portal
Welcome back
You last logged into this site on 04/11/2013 at 13:55:15. This web site uses a timeout feature that will automatically log you out and take you back to the log in page if you leave this browser inactive for 10.0 minutes
Messages
You have no messages

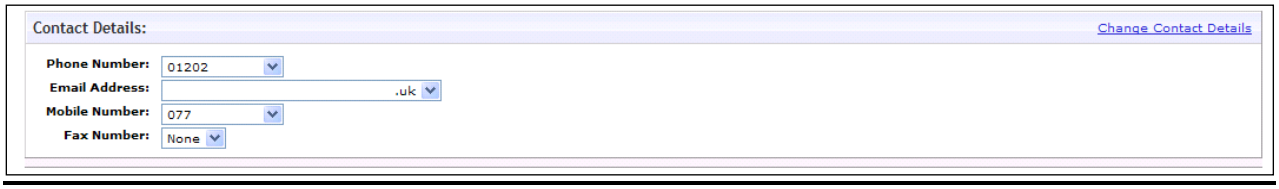
As part of the introduction page there is a MAIN MENU, this allows you to see the details held by the Revenue and Benefits Service and change your username, password. You are also able to update your contact details from <My Details> If you do notice a discrepancy please contact our office at Revenue&Benefits@bournemouth.gov.uk.

My Details

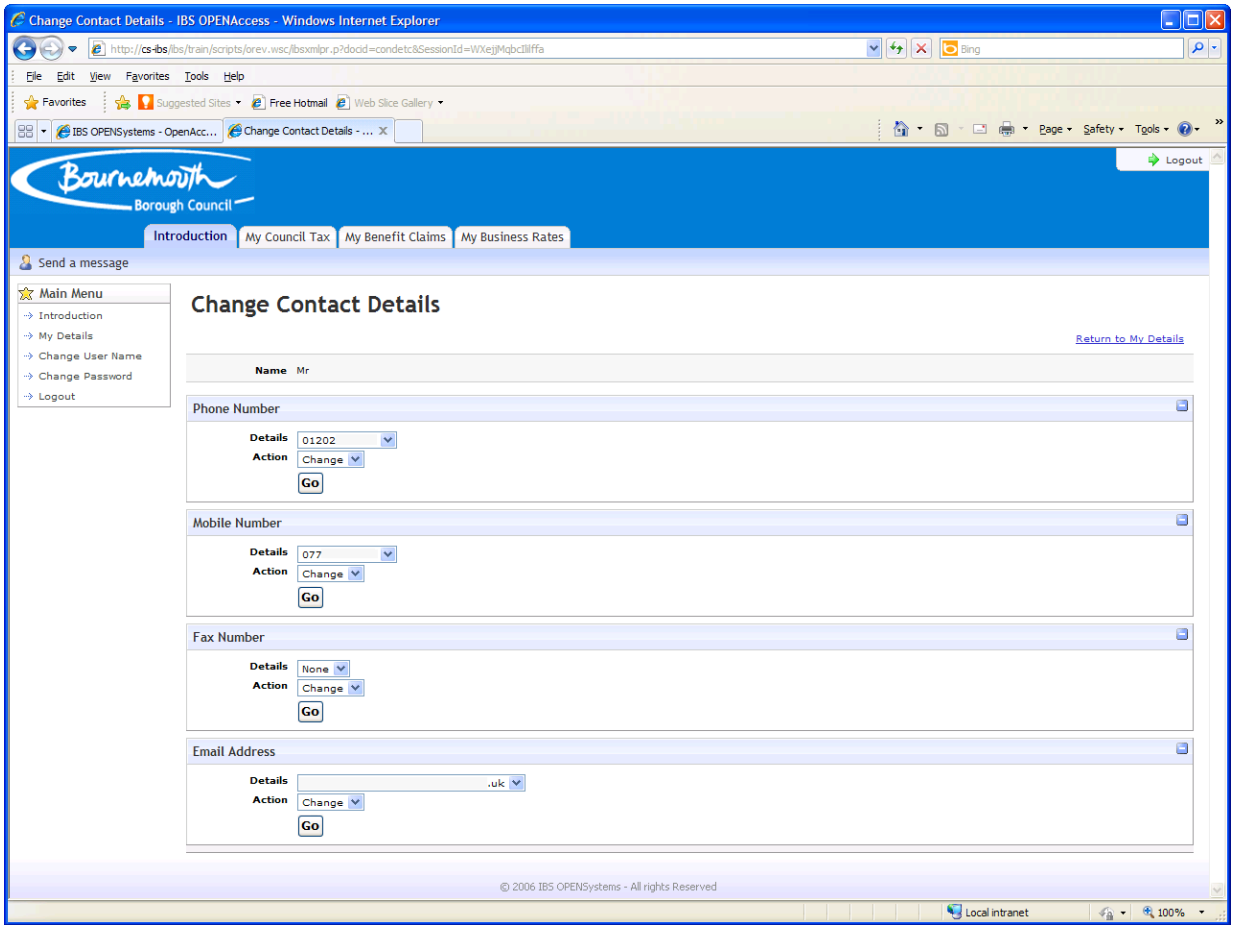


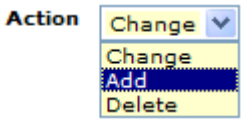
The logout function is available from this menu and via the top right hand corner. This web site uses a timeout feature that will automatically log you out and take you back to the log in page if you leave this browser inactive for 10.0 minutes.

Change my Contact Details



Your Contact details are held under four sub-types (Phone, Mobile, Fax, Email), these can be updated by using <Change Contact Details>



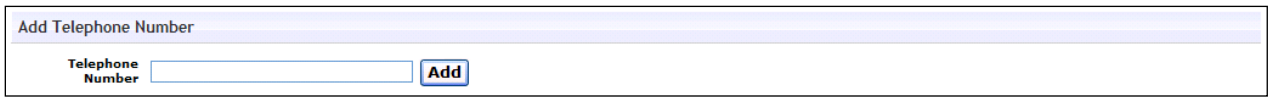


Change - Change an existing record held by us
Add - Add additional contact details
Delete - Remove contact details held by us.

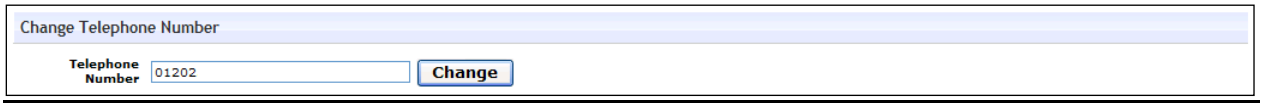
Choose the action you want to take and select <Go>

Depending on the option you select the screen will present an additional field for you to complete

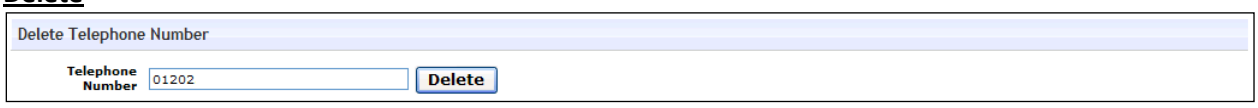
Add



Change

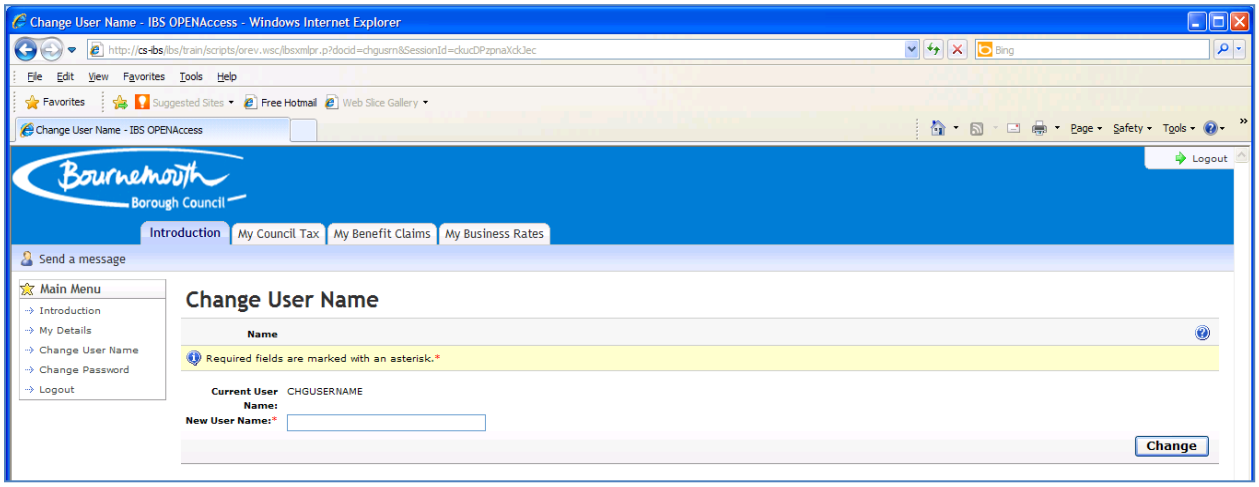


Delete



Change USER Name

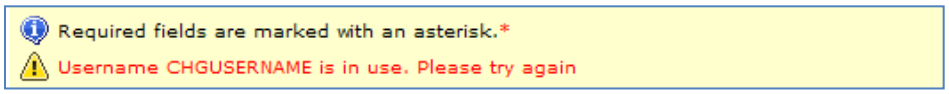
This page allows you to change your user name to one of you may find easier to remember.



The system will confirm that the user name entered has not already been used and will display the following message if the update has been accepted.

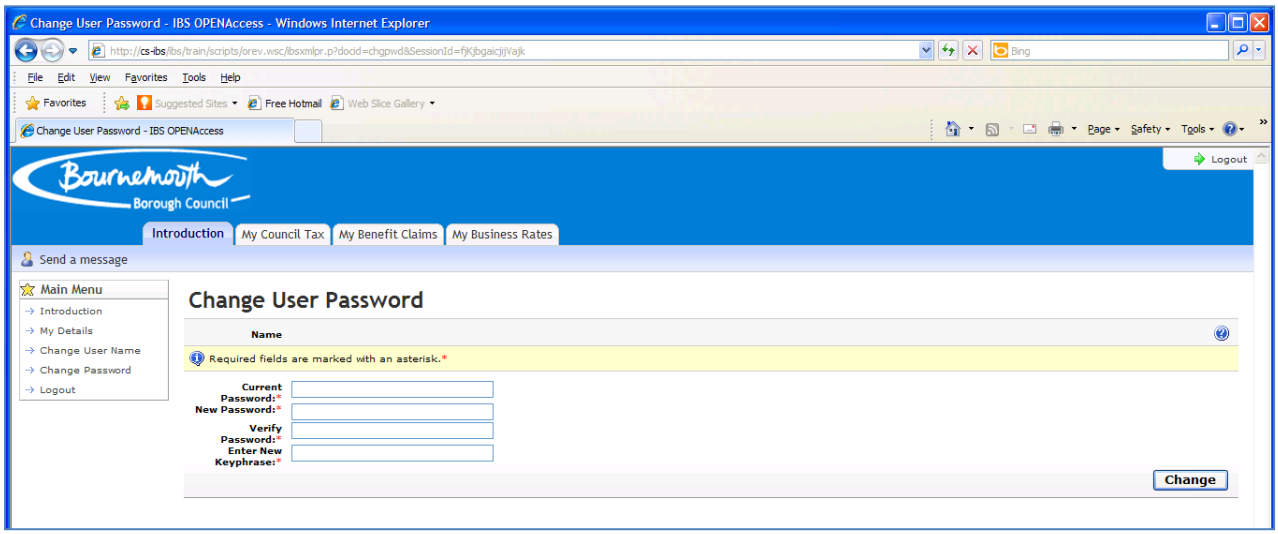
Your previous user name will cease to function with immediate effect.

If the user name has already been used the following message will be displayed, please choose another username.



Change Password

This page allows you to change your password to one of you may find easier to remember.

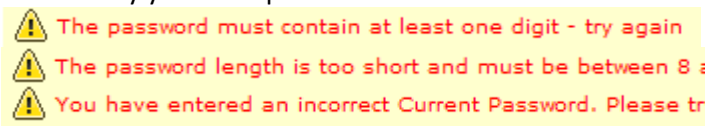


To change your password simply enter your current or intial password <CURRENT PASSWORD>

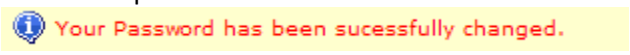
Your new password must be between 8 and 12 characters long and contain at least one number, you need to enter this twice to confirm the change.

A keyword is also required as a way of helping you remember your password. (This is limited to 30 characters)
For example: Favourite Fruit

Reason why your new password would fail verification

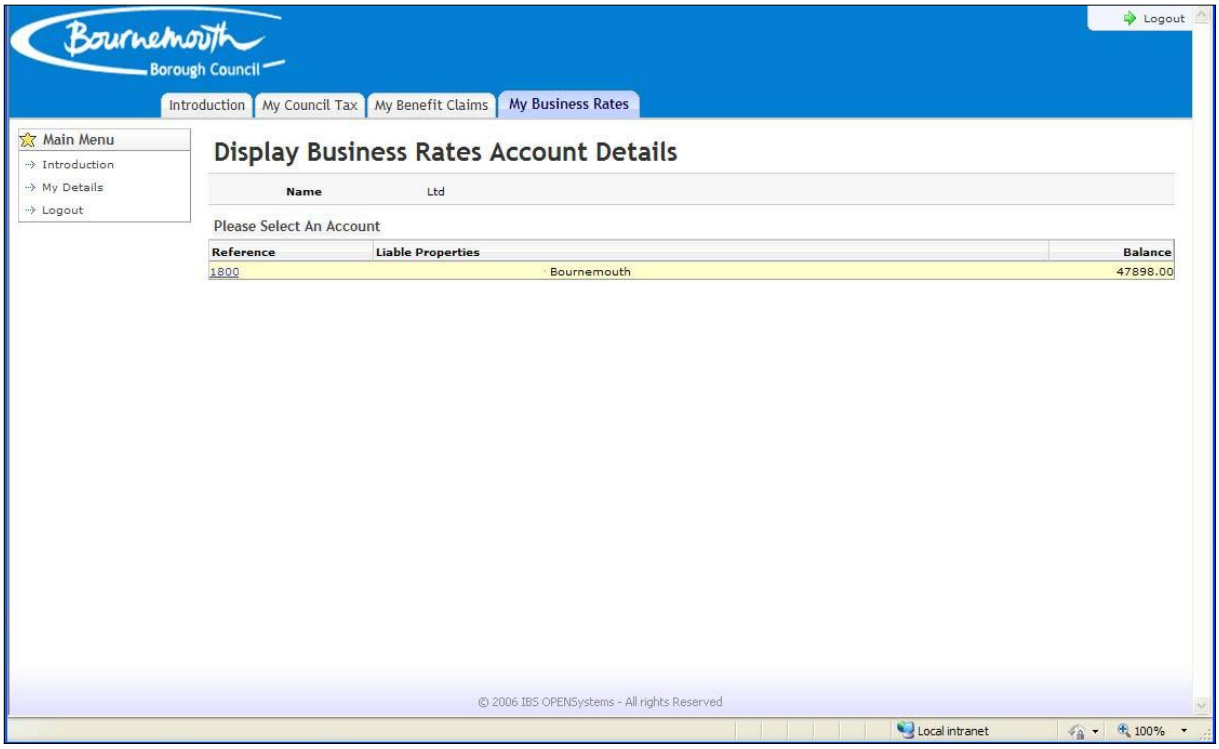

The password must contain at least one digit - try again
The password length is too short and must be between 8 and 12 characters long. Try again
You have entered an incorrect Current Password. Please try again.

Password updated.



My Business Rates

This will enable you to see all Business Rates accounts that have been linked with your login credentials;

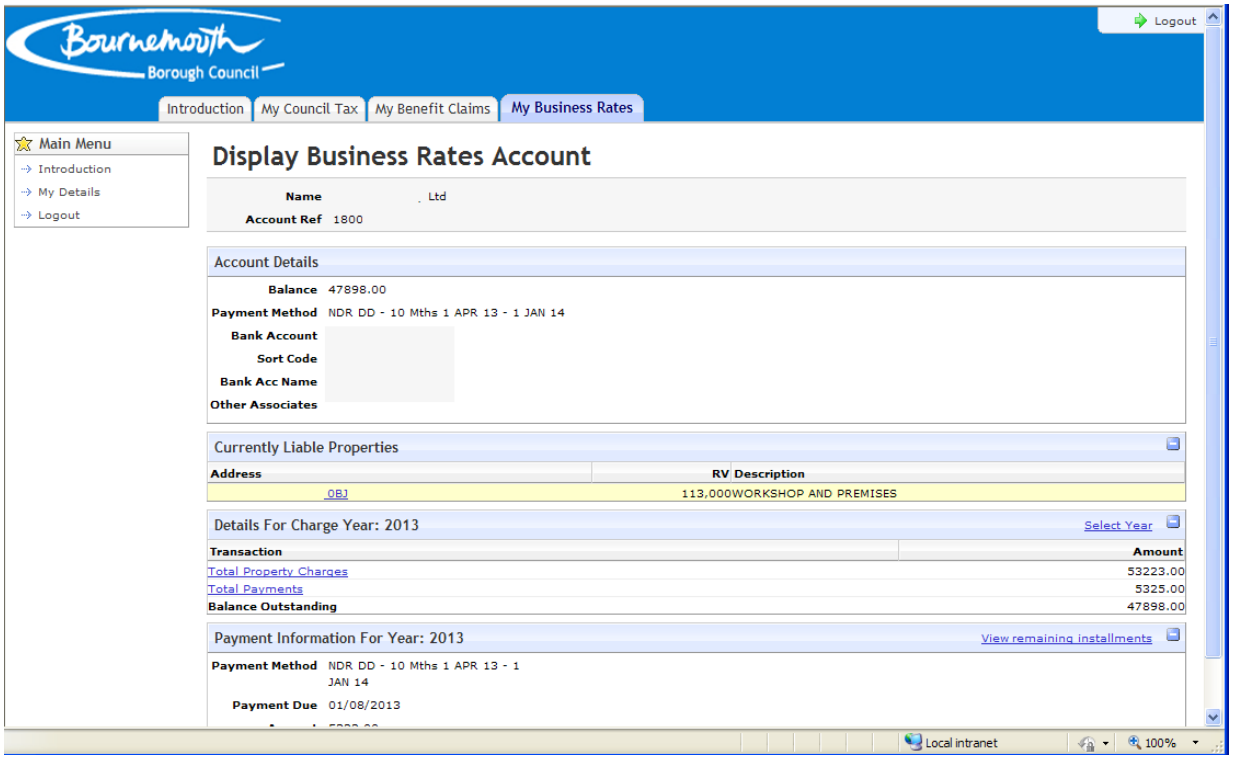


You will note that the Reference (also known as the Account Reference) is shown in blue. This allows you to gain further information on this account.

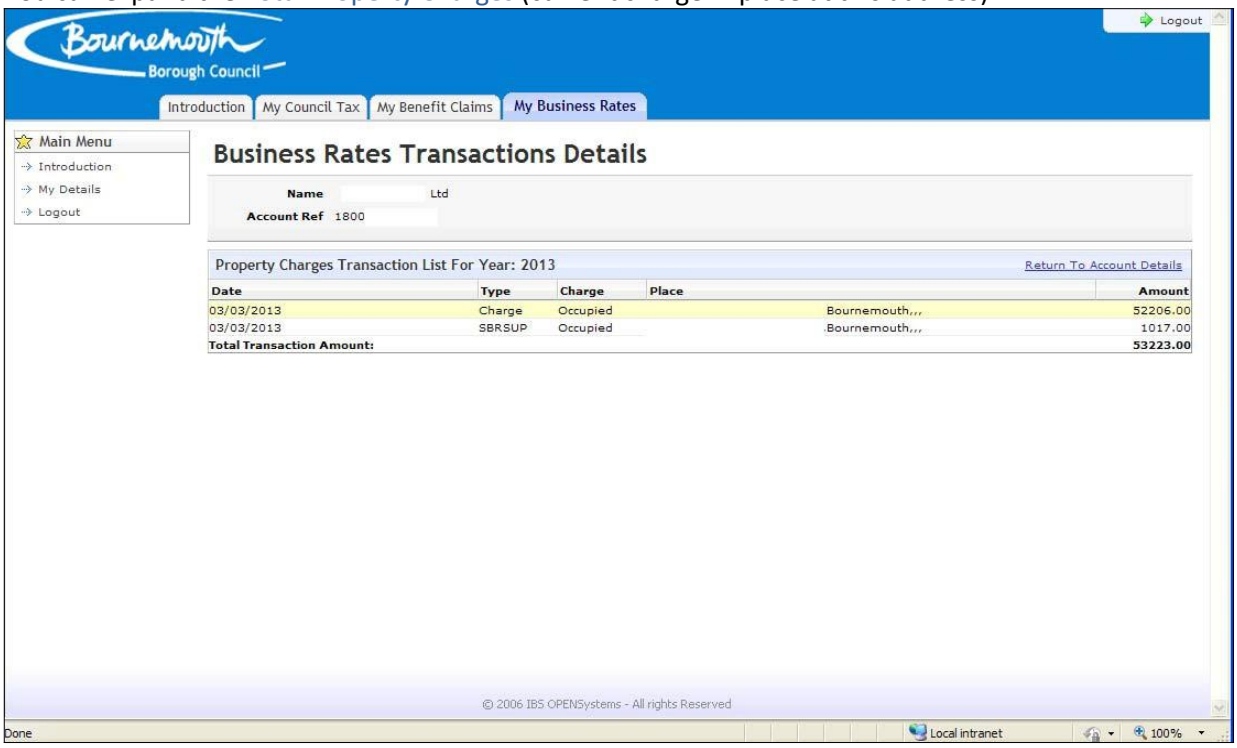
You can expand the information by "financial year" or by viewing the "Current Properties Charges."

By Financial Year

Please select the relevant year



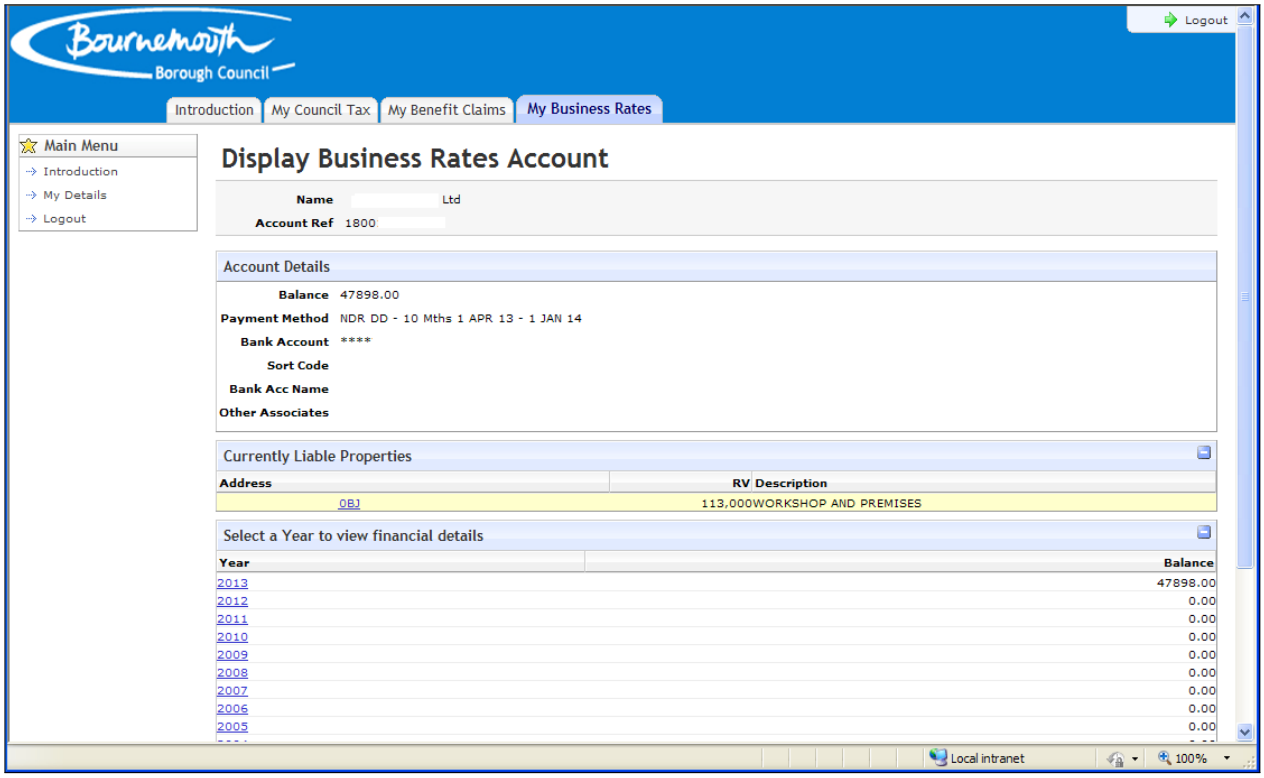
You can expand the Total Property Charges (current charge in place at this address)



You can expand the Total Payments (current payments made at this address)

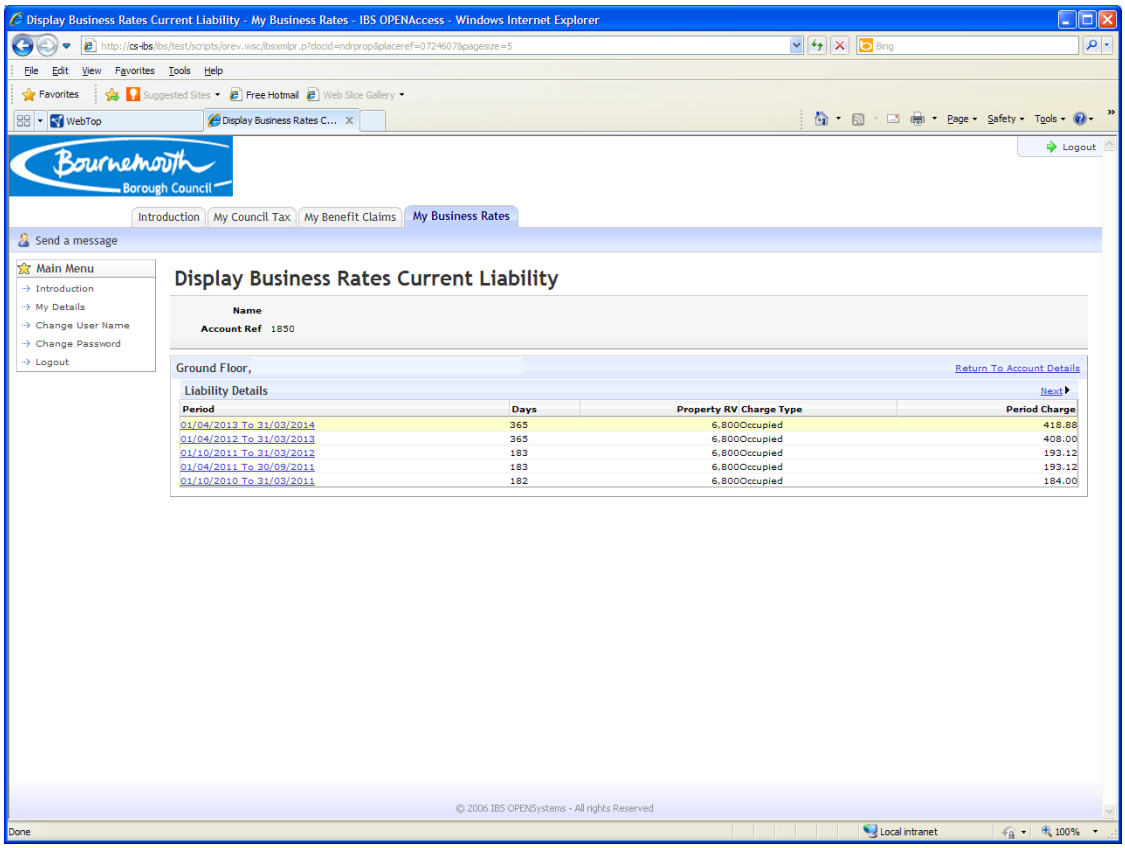
Remaining Instalments

View remaining instalments (see outstanding installments and the date due)



By Current Properties Charges

You can look at the a breakdown of the charge by selecting the relevant property



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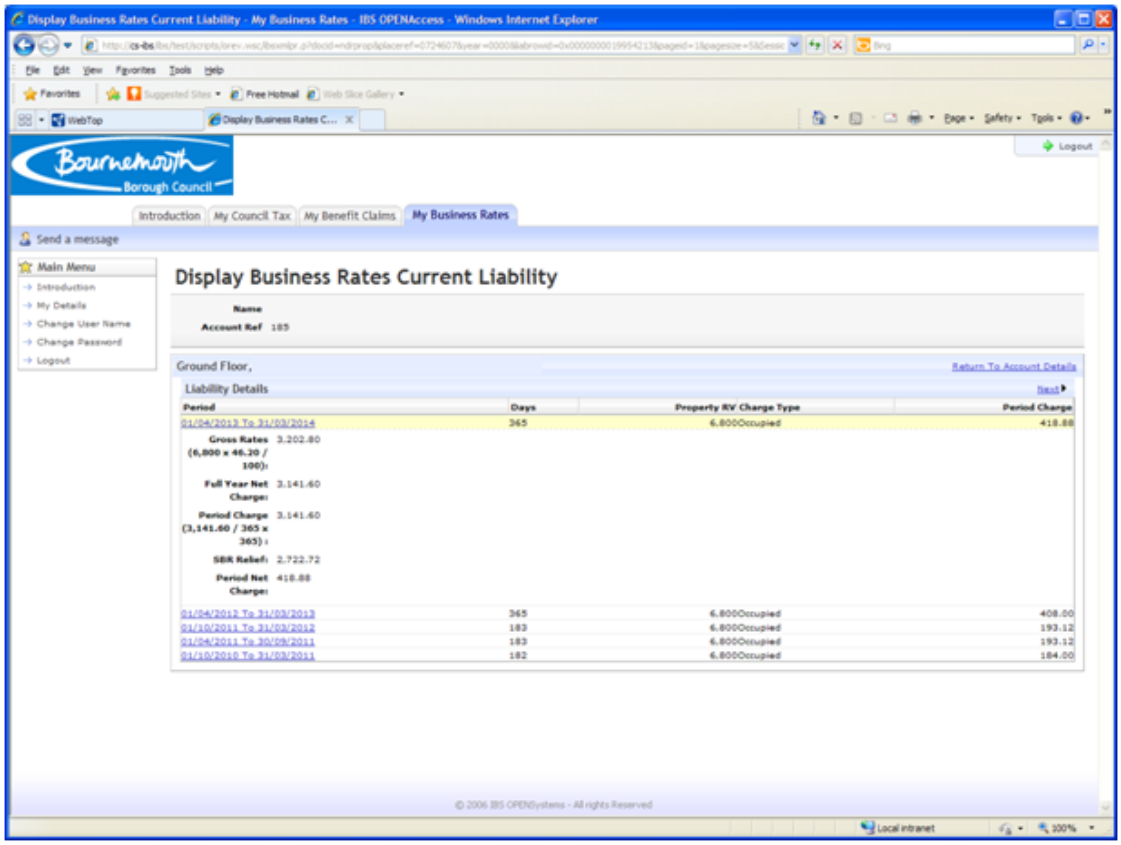

Choose a date range will provide additional information.